

Helpdesk Technician II



Job Code: 1370
Grade: 125
Reports to: Director of Information Technology
Salary Range: \$42,322 - \$53,545
FLSA Status: Non-Exempt

GENERAL STATEMENT OF DUTIES

Performs responsible complex technical procedural support and problem resolution work in the installation, maintenance, and repair of the City's hardware, software, and network and equipment infrastructure. Employee functions to address, follow-up and resolve hardware and software issues with end user applications; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this classification functions in a lead capacity in performing technical support functions. The employee addresses first and second tier support requests in responding to and receiving end user needs within the City's overall Information Systems infrastructure. Position trains City staff in use of PCs, applications, and associated equipment in accordance with established policies and procedures. Work is performed under regular supervision.

ESSENTIAL FUNCTIONS

Training staff in the operation of network, data processing, communications and related equipment; troubleshooting, repairing, and maintaining network and computer hardware, software, and related equipment; installing and upgrading information systems; preparing and maintaining files and records.

EXAMPLES OF WORK

- Provides technical support to employees; responds to software and hardware requests to improve the efficiency and effectiveness of each department.
- Leads and oversees helpdesk functions troubleshooting, repairing, and maintaining network hardware, software, and related peripheral equipment; prioritizes work and repair time frames; ensures timely response to end-user and administration requests for network and desktop related issues.
- Serves as first and second tier point of contact for employees reporting user problems; analyzes and evaluates network related problems, applications or software problems and guides users through corrective actions or procedures; oversees the work of entry level Technicians.
- Trains and assists end-user support and training in the operation of computers, network systems, telephones, printers, and related peripheral equipment.
- Coordinates the installation and upgrade of information system hardware, software and related equipment and systems; relocates and reinstalls equipment as needed.
- Consults with software vendors and company support desks for product research, dissemination of information and problem resolution with existing software.
- Maintains updated working and technical knowledge of all enhancements and procedural changes to software and hardware applications.
- Researches and evaluates hardware, software and peripheral equipment to determine compatibility with existing systems submit recommendations for improving the integrity and efficiency of existing process and applications.
- Maintains service logs on telephone and computer repairs.
- Assists with system administration duties on City networks as directed.

- Maintains open communication with all departmental management and employees for the dissemination of information regarding software and hardware issues.
- Performs related tasks as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

In-depth knowledge of the operation, uses, and capabilities of microcomputer and network systems primary and peripheral equipment; thorough knowledge of hardware or software installation, diagnostics and configuration procedures and techniques; some knowledge of general office practices and equipment; working knowledge of the operation of personal computers within local and wide area network environments; ability to understand and carry out written and oral instructions; ability to analyze software programs and program adjustments; ability to establish and maintain effective working relationships with associates.

MINIMUM EDUCATION AND EXPERIENCE

High School graduation, High School Equivalency Diploma, or G.E.D. Certificate; vocational training in microcomputer technical support and networking technologies preferred; supplemented by three (3) to four (4) years progressively knowledgeable and skilled experience in microcomputer and networking technical support; or any equivalent combination of education, training and experience.

WORK CONDITIONS

- Light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects, and some medium work requiring the exertion of up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects.
- Work requires stooping, crouching, reaching, lifting, fingering, grasping, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for visual inspection involving small defects and/or small parts, operation of machines, and observing general surroundings and activities.
- The worker is subject to inside environmental conditions and noise.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.